

## ABSTRACT OF DISCLOSURE

A communications system provides for the establishment of audio/video/data connections between system users employing a personal computer and Web browsers, to agents of a business or organization. A business or organization may provide a Web server through which system users may connect either over a data network or over the Public Switched Telephone Network (PSTN). Once connected, various screen displays may be provided through which system users may enter account or other personal information which the server may employ to locate a profile for the system user. A system user may be provided the option to establish communication with an agent in a number of different modes. Once a mode is selected, the system user will be connected with an agent who is best able to serve the system user based on the profile information found in memory. If an agent isn't available, the system is configured such that connections may be entered in a queue and information with regards to position in queue and waiting time can be provided to the system user. Further, functionality is also provided for the system user to search other websites while maintaining their position in the queue.